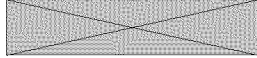


**To:** moreno.miquel@epa.gov[moreno.miquel@epa.gov]  
**From:** Microsoft Outlook  
**Sent:** Mon 8/10/2015 9:09:20 PM  
**Subject:** Undeliverable: FW: RSC Request for Deployment - URGENT; Gold King Mine Spill  
FW: RSC Request for Deployment - URGENT; Gold King Mine Spill



Your message to moreno.miquel@epa.gov couldn't be delivered.

moreno.miquel wasn't found at epa.gov

torres.michael

Office 365

moreno.miquel

Action Required

Recipient

Unknown TO address

## How to Fix It

The address may be misspelled or may not exist. Try the following:

- Retype the email address then resend the message.
- Clear the recipient nickname cache in Outlook or Outlook Web App by following the steps in this article: [NDR Response Code 5.1.10 in Exchange Online and Office 365](#).
- Contact the recipient (by phone or instant messaging, for example) to check that the address is correct.
- The recipient may have set up mail forwarding to an incorrect address. Ask them to check that any forwarding they've set up is working correctly.

If the problem continues, forward this message to your email admin.

Was this helpful? [Send feedback](#).

## More Info for Email Admins

This error occurs because the sender sent a message to someone whose mailbox is hosted by Office 365 but the email address is incorrect or doesn't exist. The error is reported by the recipient's email system, but most often it must be fixed by the person who sent it.

A common example of when this can happen is when the recipient changes their email address but the sender picks the person from their recipient nickname list in Outlook or Outlook Web App. The nickname cache doesn't yet know about the new e-mail address - it has stored the out-of-date email address information -- so when the message is sent the wrong address is used, even though the sender chose the right recipient.

Another example is if the recipient is an Office 365 user but a license is not assigned to the user. In the Office 365 Admin Center check that the user has a valid license assigned to it.

Sometimes it needs to be fixed by the recipient or the recipient's email admin, for example, when the recipient has created a mail forwarding rule to an incorrect address, or if there's a problem with their email address directory. If the sender is using the correct recipient address, and it's still not working, send a test message from another user mailbox to see if it's an issue unique to this sender. If you reproduce the problem sending from another user account, ask the recipient or the recipient's email admin to confirm that the recipient address exists, is correct, and is working. Suggest they check for misbehaving forwarding rules or possible email address directory issues (such as directory synchronization issues).

For more information, see [NDR Response Code 5.1.10 in Exchange Online and Office 365](#).

### Original Message Details

**Created Date:** 8/10/2015 9:09:19 PM  
**Sender Address:** torres.michael@epa.gov  
**Recipient Address:** moreno.miquel@epa.gov  
**Subject:** FW: RSC Request for Deployment - URGENT; Gold King Mine Spill

### Error Details

**Reported error:** 550 5.1.10 RESOLVER.ADR.RecipientNotFound; Recipient not found by SMTP address lookup

**DSN generated by:** BN3PR09MB0371.namprd09.prod.outlook.com

### Message Hops

HOP	TIME (UTC)	FROM	TO	WITH	RELAY TIME
1	8/10/2015 9:09:19 PM	BN3PR09MB0372.namprd09.prod.outlook.com	BN3PR09MB0372.namprd09.prod.outlook.com	Microsoft SMTP Server (TLS)	*
2	8/10/2015 9:09:19 PM	BN3PR09MB0372.namprd09.prod.outlook.com	BN3PR09MB0371.namprd09.prod.outlook.com	Microsoft SMTP Server (TLS)	*

### Original Message Headers

Authentication-Results: epa.gov; dkim=none (message not signed) header.d=none;  
Received: from BN3PR09MB0372.namprd09.prod.outlook.com (10.160.115.16) by BN3PR09MB0371.namprd09.prod.outlook.com (10.160.115.156) with Microsoft SMTP Server (TLS) id 15.1.225.19; Mon, 10 Aug 2015 21:09:19 +0000  
Received: from BN3PR09MB0372.namprd09.prod.outlook.com ([10.160.115.16]) by BN3PR09MB0372.namprd09.prod.outlook.com ([10.160.115.16]) with mapi id 15.01.0225.018; Mon, 10 Aug 2015 21:09:19 +0000  
Content-Type: application/ms-tnef; name="winmail.dat"

Content-Transfer-Encoding: binary  
From: "Torres, Michael" <torres.michael@epa.gov>  
To: "moreno.miquel@epa.gov" <moreno.miquel@epa.gov>  
Subject: FW: RSC Request for Deployment - URGENT; Gold King Mine Spill  
Thread-Topic: RSC Request for Deployment - URGENT; Gold King Mine Spill  
Thread-Index:  
AddTlCjzhGqX/YzVRki/AfXJy+K0SAABU1SQAAMu82AAAZXdMAAAP+zQAAAcU9AAAFgbQAAAWWRA  
Date: Mon, 10 Aug 2015 21:09:19 +0000  
Message-ID:  
<BN3PR09MB03720DA5ABC997BA0D89C30D9A700@BN3PR09MB0372.namprd09.prod.outlook.com>  
References:  
<BN1PR09MB0907D77386A78BCEE8C14E0EA700@BN1PR09MB090.namprd09.prod.outlook.com>  
  
<BN3PR09MB03701F627C349959CE52F8FF95700@BN3PR09MB0370.namprd09.prod.outlook.com>  
  
<CY1PR09MB0457140EF1A709A52D5E24FDED700@CY1PR09MB0457.namprd09.prod.outlook.com>  
  
<BN1PR09MB090A7A03B567B7A7C0B27A8EA700@BN1PR09MB090.namprd09.prod.outlook.com>  
  
<SN1PR09MB0752F1690FE821CAE0ACD3509D700@SN1PR09MB0752.namprd09.prod.outlook.com>  
  
<BN3PR09MB0372F687F61A7030D117FCED9A700@BN3PR09MB0372.namprd09.prod.outlook.com>  
  
<SN1PR09MB0752220CDE33965EAD0874859D700@SN1PR09MB0752.namprd09.prod.outlook.com>  
In-Reply-To:  
<SN1PR09MB0752220CDE33965EAD0874859D700@SN1PR09MB0752.namprd09.prod.outlook.com>  
Accept-Language: en-US  
Content-Language: en-US  
X-MS-Has-Attach: yes  
X-MS-TNEF-Correlator:  
<BN3PR09MB03720DA5ABC997BA0D89C30D9A700@BN3PR09MB0372.namprd09.prod.outlook.com>  
MIME-Version: 1.0  
X-Originating-IP: [134.67.6.11]  
Return-Path: torres.michael@epa.gov  
X-Microsoft-Exchange-Diagnostics:  
1;BN3PR09MB0371;2:LTzFlmilZnvWsSZ3Nj/sLVZRrRnPAcW3e6+Oi8cOttQcf0Lkp2HpAZhA9VhNE+  
X-Microsoft-Antispam: UriScan;;BCL:0;PCL:0;RULEID;;SRVR:BN3PR09MB0371;